

At the Center

Committed to Quality Care & Courteous Service



Volume 2 / Issue 5

www.lacuse.org

September/October 2013

A Message from Dan Castillo, CEO



If you're passionate about the work you do, then calling it work just doesn't seem right does it—it's more like your life's mission! Over the past 4 weeks as your new CEO, I've had the pleasure of meeting many passionate employees and clinicians including some who have retired and come back to work for this historic institution because they feel an

affinity to the population we serve. You are the heart and soul of the institution and I'm honored to be working side by side with you.

Whether a long-time employee or a recent addition, I encourage you to have a "can-do attitude", and to be creative and innovative in regards to how we can do things more efficiently that will better serve our patients and make for an enjoyable working environment for all of us. I'm all ears... and our leadership team has worked hard over the last few weeks to put together some proposals that will help us improve the patient experience as our top priority. We'll be vetting through these over the next month and giving highest priority to those that focus on the patient experience, improve access to primary and specialty capacity with an emphasis on our Patient Centered Medical Home (PCMH) model of care, increase capacity for high priority surgeries, assist patients in more timely access to outpatient testing, and health reform implementation with a focus on preparing ourselves for a greater influx of managed care lives.

As complicated as all this might sound, we have strong leadership to get us all there. All I ask is that you be open minded to learning new things, put on a smiling face for our patients, their guests, and your fellow staffers, and help us keep this campus spotless—you'll find it's contagious! Have a wonderful Thanksgiving!

Heart Walk @ the Rose Bowl

LAC+USC staff provided almost 300 pairs of feet for this event, see who needs a new pair of tennis shoes for next year's walk, Page 2



ISABEL MILAN, R.N., NEW CHIEF NURSING OFFICER

New Vision. New Leadership. New Innovation. Let's welcome our new Chief Nursing Officer, Page 2

PEDIATRIC ED & CARES

Teaming up for kid-proof home safety items, read what's available for our patients in the Peds ED, Page 2

SCHWARTZ ROUNDS

Caring for patients & equal caring for employees, read how we *HAVE* to care for both in this innovative program starting Jan 22, 2014, Page 3

HARRY P. FREEMAN AWARD

We are the proud recipients of the American Cancer Society's highest honor for our Patient Navigator Program. Read the collaborative approach that yielded this prestigious recognition, Page 3

DISCHARGE LOUNGE

Awaiting patient pick up—no worries! Read how patients can lounge around for food, fun and T.V. *At The Center*, Page 4

R-E-S-P-E-C-T

Otis Redding & Aretha Franklin said it long before the HIPAA regulations came out, read what we are doing to protect everyone's privacy, Page 4



Heart Walk @ The Rose Bowl

Rosa Saca, RN, MSN
Administrator, Public Relations



On October 19th LAC+USC Medical Center employees, family members and friends gathered at the Rose Bowl in Pasadena where they joined over 5,000 walkers

during the 2013 Greater Los Angeles County Heart Walk. Our common goal: *Walk For Hope That A Child Would Never Be Affected By Heart Disease Again.*

The support of many hard working LAC+USC Heart Walk Team Captains made our facility one of the top teams with over 140 walkers! We want to recognize our College of Nursing & Allied Health (CONAH) for having over 49 students and faculty registered for the walk. In addition, we are proud to announce that our facility has raised \$26,944, putting us at #2 ranking with UCLA at #1. Please continue your support by participating in the ongoing fundraising activities and events through the end of November as we continue to push strong to meet our \$50,000 pledge to the American Heart Association.

Thanks to the LAC+USC family for their continued support to the American Heart Association's fight against heart disease and stroke. Together, we continue to be strong!

Call the Office of Public Relations at (323) 409-6899 to see how you can get your feet to



New Chief Nursing Officer

Linda Felix, R.N.
Administrator, Department of Nursing



Congratulations to Ms. Isabel Milan on her appointment to Chief Nursing Officer. She brings to the position extensive clinical knowledge and progressive leadership experience. She will lead a workforce of 2800 nursing professionals into a new era of Health Care Reform. A new vision and leadership equals excellence in nursing care services to the patients of our community.

Pediatric ED & CARES Partner for Safety

Maureen McCollough, M.D.
Associate Professor of Pediatrics and Emergency Medicine

Safety for children seen in the Pediatric Emergency Department is always the highest priority for the medical teams. From policies regarding bed rails to balloon gloves, the staff strives to keep children and their families safe during their Pediatric Emergency Department visit. This concern for the safety of the children has now further extended to when the children go home. For years, we have informed parents through various educational brochures on safety issues in their home for children of various ages. Recently, the Pediatric Emergency

**SAFETY
HEALS!**

Department teamed up with CARES in an innovative way of improving the safety of our patients. A display cabinet outside the Pediatric Emergency Department will show a variety of home safety items that will be available for purchase in the CARES gift shop. For very needy families, a few of these items will be available for free with approval from the Emergency Department physicians. Items range from toilet seat locks, cabinet locks, bike helmets and other items that promote pediatric safety. The Pediatric Emergency Department is excited about this collaboration with CARES which enables the Medical Center to offer safety options for patients and employees.

On July 31, 2013, USC's Center for Trauma, Violence and Injury Prevention partnered with ThinkFirst Los Angeles County and Schwinn to put on a "Helmet's on Heads" event at the Variety Boys and Girls Club of Los Angeles. Several members of the Department of Emergency Medicine joined in to give away 250 helmets to kids ages 5-18 and teach proper helmet use. They were also joined by Steve McCann, a professional BMX biker and 2 time X-Games gold medal winner who really got the kids excited and committed to bicycle safety.

Schwartz Center Rounds

Pamelyn Close, M.D., MPH

Director, Adult & Palliative Care, Associate Professor, Clinical Medicine & Pediatrics

Cynthia Ho, M.D.

Assistant Professor, Clinical Medicine & Pediatrics

The Schwartz Center Rounds are multidisciplinary rounds that provide a regularly scheduled opportunity for hospital staff to come together and openly and honestly discuss social and emotional issues that arise in caring for patients. These rounds were started by the Schwartz Center for Compassionate Health Care, a non-profit organization to promote compassionate and humanistic health care. The Schwartz Center is housed at Massachusetts General Hospital and was started by Kenneth Schwartz, a lawyer, father and husband who was diagnosed with lung cancer at a young age. Mr. Schwartz wanted to foster the human connection between patients and physicians after his experiences in the hospital.

Schwartz Rounds have now been ongoing for over 18 years at over 300 institutions throughout the country. They have been shown to provide support for health care providers, improve compassion for patients and families, improve patient-centered care, increase provider resilience and improve patient satisfaction. In addition, the Schwartz Center has received recognition and accolades from various national organizations including the American Hospital Association and the National Cancer Institute.

Rounds start with an introduction by the moderator followed by brief personal narratives by three to five panel members ranging from social workers, nurses, physicians, respiratory therapists, physical therapists, occupational therapists, interpreters and other hospital

staff members personally involved in the patient care effort.

"Love and compassion are necessities, not luxuries. Without them, humanity cannot survive."

-Dalai Lama XIV

treating young verbally abusive patients, whose patient is it anyway?, manipulative patients, what to do when you don't want to go in the room, care giving at work +care giving at home = the juggling act and dealing with an unexpected diagnosis and death.

By sharing our feelings and personal experiences in caring for the patients of LAC+USC, we anticipate these rounds will increase the compassion of providers and create a greater understanding and empathy for our patients.

Our first Schwartz Rounds will be held in the Inpatient Tower (IPT), Conference Room A on January 22, 2014 from 12-1 pm. ALL hospital staff are invited and encouraged to participate.

LAC+USC Receives the Prestigious 2013 Harold P. Freeman Award

Phillip L. Moore III, M.P.A.

Director, Clinical Affairs & Program Development

Innovation and leading edge healthcare is what we do best here *At the Center.*

We are proud to announce that our facility has received the Harold P. Freeman Award for our Patient Navigator Program.

LAC+USC collaborated with the American Cancer Society (ACS), California Division, to establish the American Cancer Society's Patient Navigator Program. LAC+USC is the Society's 3rd Patient Navigator Program site in California and the 2nd in Los Angeles County to ensure that medically underserved cancer patients and their families are connected with essential information, resources and support that helps to reduce barriers to care.

The Patient Navigator Program involved significant cooperation and partnership among the Cancer Committee, the Social Work Department, Radiation Oncology, the Infusion Clinic, hospital administrators, physicians, nurses and LA County Department of Health Services. Collectively, the hospital staff

worked with ACS to establish all procedures, identify an on-site supervisor and ensured that the patient navigator representative are integrated into various clinics to serve their patients.

The program supports the leadership role of information to support better decisions by making available high quality, timely, understandable information, especially to newly diagnosed cancer patients and caregivers. The Quality of Life leadership role is also supported by assisting cancer patients, caregivers and survivors with service referral, community mobilization, collaboration, advocacy and the provision of direct services. The establishment of the ACS Patient Navigator Program at LAC+USC supports the Signature Strategies of Resource Navigation and Cancer Information and Empowerment.

The Patient Navigator program has served over 400 patients since its inception in January 2012 and looks forward to assisting many more patients and their families with cancer.

"It is very fitting that LAC+USC should be given the Harold P. Freeman award since they are the essence of providing excellent care to a large underserved population. The burden of cancer is tremendous in LA County and the patient navigator provides one-on-one assistance to patients who truly need and appreciate his help."

*-Carolyn Rhee
Past Chair,
Board of California
Division*

Discharge Lounge

Linda Felix, R.N.

Administrator, Department of Nursing

Customer service and patient satisfaction are the goals of the newly decorated Discharge Lounge, a comfortable transitional setting for patients to wait while their release from the hospital is being completed.

Recent patient satisfaction surveys show 72% of patients who utilized the Discharge Lounge were satisfied with the service. Because the Discharge Lounge is open until 11:30pm, working families do not have to miss work in order to pick up their family member.

The Discharge Lounge patients are offered amenities that include meals according to their diet restrictions, reclining chairs, blankets, fluffy pillows, television, phone service and access to a sun-filled patio for outside relaxation if they desire.

Clinical services provided for the patient in the Discharge Lounge are scheduling follow-up appointments, ensuring the patient's prescriptions have been turned into the Pharmacy and picked up prior to leaving the hospital, patient education, e.g. use of medications, caring for surgical wounds, diabetic care and anticoagulation therapy.



These services help support and reinforce the discharge plan for the patient while allowing for questions to be answered prior to the patient leaving the

hospital.

Referring the patients to the Discharge Lounge supports inpatient units and frees up a much needed bed that results in less wait time for incoming patients requiring timely care. Hospital staff are encouraged to use this service and let their patients know about the lounge by calling 323-409-2281. Lounge staff are waiting to assist with a smooth transition from the facility to the home.

R-E-S-P-E-C-T:

LAC+USC Privacy

By Rebekah Leifer-Rushton, RHIT

HIPAA Privacy Coordinator

Q: What you want?

A: Privacy

Q: What you need?

A: Privacy

All I'm asking for is a little Respect!

Aretha Franklin said it best but we will reiterate it again. Let's give all of our LAC+USC family respect when it comes to their health matters.

*What do you do when a family member, friend or co-worker is admitted to LAC+USC? How do you go about visiting them and finding out how they are doing without violating their privacy? **This is one of the most common type of breach which occurs at our facility as well as one of the most misunderstood regulations. Workforce members often let their concern for their loved one or co-worker over shadow compliance with privacy regulations. It is understandable that the staff's emotions may get compromised out of a heartfelt concern. However, the law does not allow for exclusion because of good intentions, even though you have known your co-worker or friend for 10, 20, or 30+ years.***

*How do you visit your family member, friend or co-worker and stay compliant with the privacy regulations? **You would need to follow the same steps as any non-workforce member. Visit the Patient Relations desk and ask for a wristband that would allow clearance to see the patient. The unit management may ask you to remove your badge to show you are not there on an official capacity. Do not ask staff for information about the patient unless you have written consent from the patient which documents that they wish to have information disclosed to you.***

*What do you do if you are treated at the Medical Center? Is it permitted to access your own medical record? **The answer is the same as above; you would need to follow the same steps as any non-workforce member. If you need copies of your medical record you can fill out the required forms in the Health Information Management Office in Clinic Tower A2D. While it would not be a privacy violation to access your own information, it is a violation of DHS Policy #391.1 and Medical Center Policy #400.5. Please do not ask other workforce members who are not part of your treatment team to access your medical record. If you want your information to be disclosed to another workforce member, please inform the treatment team. The Privacy Office works with all patients to adhere to their requests and if you are treated as a patient we will extend you the same courtesy. Any inquiries you may have can be answered by calling the HIPAA Privacy Office at 323-226-6100.***

Put it Out! Throw it Out! Stomp it Out!
LAC+USC is smoke-free and will
issue citations effective Nov 15,

At the **Center**

Committed to Quality Care & Courteous Service

Editor In Chief
Phillip L. Moore III, M.P.A.
Editorial Team
Rosa Saca
Frank Toscano
Robin Young



To submit stories, please email Phillip Moore at phmoore@dhs.lacounty.gov